

VIA ELECTRONIC MAIL ONLY

June 26, 2015

J. Ruth Kennedy, Medicaid Director
State of Louisiana
Department of Health and Hospitals
628 N Fourth Street
Baton Rouge, LA 70821-2030

Dear Ruth:

We are in receipt of your June 19th letter regarding United Healthcare's contractual obligations of United HealthCare Community Plan – Louisiana's CEO, COO and CMI being physically present in the State, and also appreciate the phone conversation on June 10th regarding the same. As discussed, it is our commitment to have our senior leadership located in the State, and to ensure appropriate representation of our organization at meetings scheduled by the State.

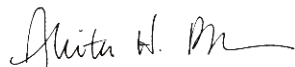
Specific to the CEO, a comprehensive search for this critical position is underway. Until that position is filled, you have our commitment that I, as Acting CEO, will be present in Louisiana, including presence at scheduled meetings. As part of my role as CEO, the position requires me to attend executive meetings at our Corporate and Regional offices, in addition to attendance at various business meetings, as an executive representative of Louisiana and United Healthcare. In light of such responsibilities, reasonable notice of meetings will enable me to plan to attend State scheduled meetings.

Please know that I will continue to make all best efforts to attend meetings in person, in addition to ensuring that appropriate staff are present at relative meetings. In rare instances when I cannot attend in person, I have and will continue to be available by phone.

In addition, we should ensure that I am included on all communications from the State intended for the CEO of the health plan, to avoid any future scheduling matters.

It has been a pleasure working with you and the State representatives and look forward to a continued positive relationship with your team. Please do not hesitate to call me with any questions or concerns.

Regards,



Anita Hughes Bachmann
Chief Executive Officer

Cc: Diane Batts
Lesli Boudreaux
Anthony Cobb
Mary Johnson
John Lovelady
Angela Marshall
Jen Steele